HELP DESK CONTACT REASON	EE/CAA		PUBLIC		TOTAL	
	COUNT	%	COUNT	%	COUNT	%
Referred Call to SPE/HFP Line	1	2.33%	464	29.82%	465	29.08%
General Question about Supporting Docs	2	4.65%	162	10.41%	164	10.26%
Other Health-e-App Question	1	2.33%	157	10.09%	158	9.88%
Assistance with AER		0.00%	124	7.97%	124	7.75%
Password Reset Request	14	32.56%	99	6.36%	113	7.07%
Unable to Upload Scanned Documents		0.00%	101	6.49%	101	6.32%
Application Data Entry Question	5	11.63%	92	5.91%	97	6.07%
Username/Password inquiry	7	16.28%	72	4.63%	79	4.94%
Assistance with PIN		0.00%	57	3.66%	57	3.56%
Begin a New Application		0.00%	56	3.60%	56	3.50%
New Account Creation	5	11.63%	46	2.96%	51	3.19%
Encountering Error Page	2	4.65%	37	2.38%	39	2.44%
Assistance with AAP		0.00%	36	2.31%	36	2.25%
Verify Application Arrival	3	6.98%	25	1.61%	28	1.75%
Wrong Number Dialed		0.00%	10	0.64%	10	0.63%
Referred Call to EE/CAA Line		0.00%	7	0.45%	7	0.44%
Assistance with PR		0.00%	4	0.26%	4	0.25%
Retrieving App Summary and FAX	2	4.65%	2	0.13%	4	0.25%
Assistance with CE		0.00%	3	0.19%	3	0.19%
Trouble Submitting App from OEA		0.00%	2	0.13%	2	0.13%
Modify Account	1	2.33%		0.00%	1	0.06%
Grand Total	**43**	**100.00%**	**1,556**	**100.00%**	**1,599**	**100.00%**